

## Subject: ArvinMeritor Front Axle with SKF Unitized Hubs

**Models Affected:** Specific Freightliner Century, Columbia, Argosy, FLB, FLD, and Business Class; Sterling A/L-Lines, Acterra; Western Star 4900; and Freightliner Custom Chassis F865, XC, and MT55 vehicles manufactured with Meritor MFS-12-143D, FF-981, FF982, and FF-983 front axles which include unitized hub units. The vehicles mentioned above were manufactured within the following dates: August 20, 1998 through November 20, 1998; February 16, 1999 through October 18, 1999; April 4, 2000 through April 19, 2000; February 22, 2001 through October 22, 2001 and January 24, 2002.

### General Information

Freightliner LLC, on behalf of its Freightliner Trucks Division and its wholly owned subsidiaries, Sterling Truck Corporation and Western Star Trucks Incorporated, has decided that a defect which relates to motor vehicle safety exists on the above-mentioned vehicles.

There are approximately 6,000 vehicles involved in this campaign.

Premature spalling of the bearings in the hubs can lead to a breakdown of the bearing, causing loosening of the wheel assembly. This could result in a fire or vehicle crash without prior warning.

The modification consists of removing and replacing both front axle hubs.

### Work Instructions

Please refer to the attached work instructions. Prior to performing the modification, check the vehicle for a completion sticker (Form WAR280-407).

### Replacement Parts

Replacement kits are now available and can be obtained by ordering the kit number(s) listed below from your facing Parts Distribution Center.

If our records indicate your dealership has ordered any vehicle(s) involved in campaign number FL407AB, a computer listing of the customers and their vehicle identification numbers is enclosed. **Most of the vehicles built within the manufacturing dates listed above do not have suspect hubs. Please make sure that you check your list of vins and ServiceAdvisor® to verify if a vehicle is included in the recall. Also, please refer to this list when ordering parts for this campaign.**

**Table 1 - Replacement Kit for FL407A**

# Recall Campaign

September 2003  
FL407AB  
NHTSA 03V-112

| 25-FL407-000    |              |                   |             |              |                             |
|-----------------|--------------|-------------------|-------------|--------------|-----------------------------|
| Campaign Number | Kit Number   | Part Description  | Part Number | Qty. per Kit | Suggested wholesale*        |
| FL407A          | 25-FL407-000 | O-Ring            | 5X1301      | 2 ea         | \$800.92 US<br>\$945.40 CAN |
|                 |              | Hub Cap w/Sealant | A3262A1275  | 2 ea         |                             |
|                 |              | Tabbed Washer     | 1229G4713   | 2 ea         |                             |
|                 |              | Nuts              | 1227M1521   | 4 ea         |                             |
|                 |              | D-Washer          | 1229L4640   | 2 ea         |                             |
|                 |              | Hub Unit          | HFFUOOT834  | 2 ea         |                             |
|                 |              | Shipping Label    | N/A         | 2 ea         |                             |

\* Please charge all Direct Warranty Customers the above-listed price for the kit, as they are authorized to perform their own Recall Campaigns

Table 1

Table 2 - Replacement Kit for FL407B

| 25-FL407-001    |              |                   |             |              |                             |
|-----------------|--------------|-------------------|-------------|--------------|-----------------------------|
| Campaign Number | Kit Number   | Part Description  | Part Number | Qty. per Kit | Suggested wholesale*        |
| FL407B          | 25-FL407-001 | O-Ring            | 5X1301      | 2 ea         | \$800.92 US<br>\$945.40 CAN |
|                 |              | Hub Cap w/Sealant | A3262A1275  | 2 ea         |                             |
|                 |              | Tabbed Washer     | 1229G4713   | 2 ea         |                             |
|                 |              | Nuts              | 1227M1521   | 4 ea         |                             |
|                 |              | D-Washer          | 1229L4640   | 2 ea         |                             |
|                 |              | Hub Unit          | HFFUOOT832  | 2 ea         |                             |
|                 |              | Shipping Label    | N/A         | 2 ea         |                             |

\* Please charge all Direct Warranty Customers the above-listed price for the kit, as they are authorized to perform their own Recall Campaigns

Table 2

## Removed Parts

**PLEASE FOLLOW WARRANTY FAILED PARTS TRACKING SHIPPING INSTRUCTIONS FOR THE DISPOSITION OF ALL REMOVED PARTS. HUBS ARE TO BE RETURNED COLLECT TO SKF/ETI. A RETURN SHIPPING LABEL IS ENCLOSED IN EACH KIT.**

**In the United States, ship collect via Yellow Freight to:**

SKF/ETI  
2202 26th Street, SW  
Allentown, PA 18103

**In Canada, ship collect to the address below via the appropriate carrier for your location:**

SKF Canada  
40 Executive Court  
Scarborough, ON M1S 4N4

# Recall Campaign

September 2003

FL407AB

NHTSA 03V-112

- If you are located in the Provinces of Alberta, British Columbia, Manitoba or Saskatchewan ship collect via Relmer, 800-468-5739
- If you are located in the Province of Ontario or east, ship collect via Midland, 888-643-5263.

## Labor Allowance

**Table 3 - Labor Allowance.**

| Labor Allowance |                         |                      |           |               |
|-----------------|-------------------------|----------------------|-----------|---------------|
| Campaign Number | Procedure               | Time Allowed (hours) | SRT Code  | Damage Code   |
| FL407AB         | Remove and replace hubs | 1.4                  | 99B-0544A | 000-Modifiedx |

**Table 3, Labor Allowance**

**IMPORTANT:** When the recall has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the red completion sticker provided in the recall kit (Form WAR280-407). If the vehicle does not have a base completion label, clean a spot on the appropriate location of the vehicle and first attach the base completion label (Form WAR259). If a recall kit is not required or there is no completion sticker in the kit, write the recall number on a blank red sticker and attach it to the base completion label.

## Claims for Credit

You will be reimbursed for your parts, labor, and handling by submitting your claim through the Warranty system within 30 days of completing this recall. Please reference the following information in QuickClaim<sup>®</sup>:

- Claim type is **Recall**.
- In the FTL Authorization field, enter the campaign number and the appropriate condition code (**FL407A** or **FL407B**).
- In the Primary Failed Part Number field, enter **25-FL407-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Part Tables.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT 939-0010A for 0.3 hours or 0.4 for RVs.
- **Reimbursement for Prior Repairs.** When a customer asks about reimbursement, please do the following:
  - Accept the documentation of the previous repair from the customer.
  - Make a brief check of the customer's paperwork to see if the repair may be eligible for reimbursement. (See the "Copy of Owner Letter" section of this bulletin for reimbursement guidelines for this recall.)
  - Contact the Warranty Campaigns Department for a decision and authorization number.
  - Include the approved amount on your claim in sublet/outside purchases.
  - In the claim story, first note the authorization number and that the claim includes a reimbursement request.
  - Retain the documentation and provide it to Warranty Campaigns or Claims Processing if requested.
  - When your claim is paid, reimburse the customer the appropriate amount.
  - If Freightliner LLC denies a customer's request for reimbursement, the amount will be denied on your claim with a message stating this, and Freightliner LLC will send a letter to the customer with the reason(s) for the denial.

# Recall Campaign

September 2003

FL407AB

NHTSA 03V-112

NOTE: ServicePro®/Service Advisor® must be viewed prior to performing this recall to ensure the vehicle is involved and that the recall has not been previously completed. Also, check for a completion sticker prior to performing the recall.

Contact the Warranty Campaigns Department at (800) 547-0712 from 7:30 a.m. to 4:30 p.m. Pacific Time Monday through Friday, or e-mail [WarrantyCampaigns@Freightliner.com](mailto:WarrantyCampaigns@Freightliner.com).

To return excess kit inventory related to this campaign, U.S. dealers must submit a Parts Authorization Return (PAR), to the Memphis PDC, and Canadian dealers must submit a PAR to their facing PDC. All kits must be in good condition for resale. PAR requests must include the original purchase invoice number.

The letter notifying vehicle owners is included for your reference.

Please note that the National Traffic and Motor Vehicle Safety Act, as amended (49 USC), requires the owner's vehicle(s) be corrected within a reasonable time after parts are available to you. The Act states that failure to repair a vehicle within 60 days after tender for repair shall be prima facie evidence of an unreasonable time. However, circumstances of a particular situation may reduce the 60 day period. Failure to repair a vehicle within a reasonable time can result in either the obligation to (a) replace the vehicle with an identical or reasonably equivalent vehicle, without charge, or (b) refund the purchase price in full, less a reasonable allowance for depreciation. The Act further prohibits dealers from selling a vehicle unless all outstanding recalls are performed. Also, any lessor is required to send a copy of the recall notification to the lessee.

Finally, the Act states that a remedy need not be provided without charge if the vehicle was bought by the first purchaser more than ten (10) calendar years before notice is given.

## Copy of Letter to Owner

### Subject: ArvinMeritor Front Axles with SKF Utilized Hubs

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act and the Canadian Motor Vehicles Safety Act.

Freightliner LLC, on behalf of its Freightliner Trucks Division and wholly owned subsidiaries, Sterling Truck Corporation and Western Star Trucks Incorporated, has decided that a defect which relates to motor vehicle safety exists on specific Freightliner Century, Columbia, Argosy, FLB, FLD, and Business Class; Sterling A/L-Linea, Acterra; Western Star 4900; and Freightliner Custom Chassis F865, XC, and MT55 vehicles manufactured with Meritor MFS-12-143D, FF-081, FF982, and FF-083 front axles which include utilized hub units. The vehicles mentioned above were manufactured within the following dates: August 20, 1998 through November 20, 1998; February 18, 1999 through October 18, 1999; April 4, 2000 through April 19, 2000; February 22, 2001 through October 22, 2001 and January 24, 2002.

Premature spalling of the bearings in the hubs can lead to a breakdown of the bearing, causing loosening of the wheel assembly. This could result in a fire or vehicle crash without prior warning.

The modification consists of removing and replacing both front axle hubs.

Repair kits are now available for authorized dealers to order. Contact your authorized dealer to arrange to have your vehicle(s) modified and to assure that parts are available at the dealer.

When you contact your dealer, reference recall campaign number **FL407AB**. Once kit(s) are received at the dealership, the modification will take approximately one hour and thirty minutes and will be performed at no charge to you.

**IMPORTANT:** When the recall has been completed, please ensure that a sticker has been affixed to your vehicle referencing **FL407AB**.

If you do not own the vehicle that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, please make sure this notification is immediately forwarded to the lessee. If you have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

If you are unable to have the defect remedied without charge and within a reasonable time after you tender the vehicle for repair, which is not longer than 60 days after you tender the vehicle for repair, please contact the Warranty Campaigns Department at (800) 547-0712, 7:30 a.m. to 4:30 p.m. Pacific Time, Monday through Friday, or e-mail [WarrantyCampaigns@Freightliner.com](mailto:WarrantyCampaigns@Freightliner.com). Contact the Customer Assistance Center at (800) FTL-HELP or (800) STL-HELP, after normal business hours. You may also wish to notify the Administrator, National Highway Traffic Safety Administration, 400 7th Street S.W., Washington, D.C. 20590, or phone (888) 327-4236. If your vehicle is involved in the Canadian portion, you may notify the Manager, Recall and Public Compliance, Road and Motor Vehicle Traffic Safety Branch, Transport Canada, Ottawa, Ontario, or phone (613) 993-8851.

We regret any inconvenience this action may cause, but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

## Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already paid to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Freightliner LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when the repair was done.
- Who repaired the vehicle.
- The total cost of the repair expense that is being claimed.
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt).

Reimbursement will be made by check from your Freightliner LLC dealer. If your claim is denied, you will receive a letter from Freightliner LLC with the reason(s) for the denial.

Please speak with your Freightliner LLC authorized dealer concerning this matter.

# Recall Campaign

**FREIGHTLINER.**  
LLC

A DaimlerChrysler Company

September 2003  
FL407AB  
NHTSA 03V-112

## Work Instructions

### Subject: ArvinMeritor Front Axles with SKF Unitized Hubs

**Models Affected:** Specific Freightliner Century, Columbia, Argosy, FLB, FLD, and Business Class; Sterling A/L-Lines, Acterra; Western Star 4900; and Freightliner Custom Chassis F866, XC, and MT55 vehicles manufactured with Meritor MFS-12-143D, FF-981, FF982, and FF-983 front axles which include unitized hub units. The vehicles mentioned above were manufactured within the following dates: August 20, 1998 through November 20, 1998; February 18, 1999 through October 18, 1999; April 4, 2000 through April 19, 2000; February 22, 2001 through October 22, 2001 and January 24, 2002.

#### Procedure

1. Park the vehicle on a level surface. Shut down the engine, set the parking brake, and chock the tires.
2. Check the "base" label (Form WAR259) on the vehicle for a completion sticker for FL407 indicating this work has been done. The "base" label is usually located on the passenger-side door about 12 inches (30 cm) below the door latch.
3. If a completion sticker is found, no further work is needed.
4. If a completion sticker is not found, go to the next step.
5. Place an axle jack under the middle of the front axle, and raise the vehicle just enough to take the weight off the tires. Make sure the tires are still on the ground.
6. Loosen the wheel nuts on both front tire and wheel assemblies.

#### **WARNING**

Never work under or around a vehicle that is supported only by jacks. Jacks can slip, causing the vehicle to fall, resulting in possible death, serious injury or component damage. Always support the vehicle with adequate safety stands.

7. Raise the front of the vehicle and support it with safety stands.
8. Remove the tire and wheel assemblies.
9. Back off the slack adjusters to release the brake shoes.
10. Remove the front brake drums.
11. Remove the front hubs.
  - 11.1 On one side of the vehicle, remove and discard the hub cap.
  - 11.2 Remove and discard the outer locknut, tabbed washer (or flatwasher), the inner locknut, and the D-washer.
  - 11.3 Remove the hub from the axle spindle.
  - 11.4 If present, remove the O-ring from the axle spindle. Check the axle spindle and clean it as needed.
  - 11.5 Repeat the procedure on the other side of the vehicle.

# Recall Campaign

September 2003  
FL407AB  
NHTSA 03V-112

**12. Install the new hubs from the kit.**

- 12.1 On one side of the vehicle, apply grease from the kit to a new O-ring, and install it as far as possible onto the axle spindle.
- 12.2 Install the new hub straight onto the axle spindle, being careful not to damage the spindle threads.
- 12.3 With the hub mounted on the axle spindle, install the new inner D-washer, then the inner locknut. Tighten 600 lbf-ft (813 N-m) while rotating the hub at least five times.

NOTE: The inner and outer locknuts are identical, but their torque values are different.

- 12.4 Install the new tabbed washer.
- 12.5 Bend one of the tabs of the washer over the flat of the inner locknut.
- 12.6 Install the outer locknut and tighten it 250 lbf-ft (339 N-m).
- 12.7 Bend an opposing tab of the tabbed washer over a flat of the outer locknut.
- 12.8 Repeat the procedure on the other side of the vehicle.

**13. Install the brake drums.**

**14. Adjust the slack adjusters.**

**15. Install the wheel and tire assemblies. Tighten the wheel nuts 100 lbf-ft (136 N-m).**

**16. Raise the vehicle, remove the jackstands, then lower the vehicle.**

**17. Tighten the wheel nuts 500 lbf-ft (678 N-m).**

**18. Install the new hub caps.**

- 18.1 Apply the sealant from the kit to threads of a new hub cap.
- 18.2 Install the hub cap by hand until it is seated.
- 18.3 Using a torque wrench, tighten the hub cap 350 lbf-ft (475 N-m).
- 18.4 Repeat the procedure on the other side of the vehicle.

**19. Clean a spot on the "base" label (Form WAR259). The "base" label is usually located on the passenger-side door about 12 inches (30 cm) below the door latch. Attach a completion sticker for campaign FL407 to the base label.**

**20. Remove the chocks from the tires.**